**PLEASE CAREFULLY READ THE SEPARATE HEALTH AND SAFETY PRECAUTIONS BOOKLET INCLUDED WITH THIS PRODUCT BEFORE USING YOUR NINTENDO® HARDWARE SYSTEM, GAME CARD OR ACCESSORY. THIS BOOKLET CONTAINS IMPORTANT HEALTH AND SAFETY INFORMATION.**

**IMPORTANT SAFETY INFORMATION: READ THE FOLLOWING WARNINGS BEFORE YOU OR YOUR CHILD PLAY VIDEO GAMES.**

## ⚠ WARNING - Seizures

- Some people (about 1 in 4000) may have seizures or blackouts triggered by light flashes or patterns, such as while watching TV or playing video games, even if they have never had a seizure before.
- Anyone who has had a seizure, loss of awareness, or other symptom linked to an epileptic condition should consult a doctor before playing a video game.
- Parents should watch when their children play video games. Stop playing and consult a doctor if you or your child have any of the following symptoms:

| Convulsions | Eye or muscle twitching | Loss of awareness |
| Altered vision | Involuntary movements | Disorientation |

- To reduce the likelihood of a seizure when playing video games:
  1. Sit or stand as far from the screen as possible.
  2. Play video games on the smallest available television screen.
  3. Do not play if you are tired or need sleep.
  4. Play in a well-lit room.
  5. Take a 10 to 15 minute break every hour.

## ⚠ WARNING - Radio Frequency Interference

The Nintendo DS can emit radio waves that can affect the operation of nearby electronics, including cardiac pacemakers.

- Do not operate the Nintendo DS within 9 inches of a pacemaker while using the wireless feature.
- If you have a pacemaker or other implanted medical device, do not use the wireless feature of the Nintendo DS without first consulting your doctor or the manufacturer of your medical device.
- Observe and follow all regulations and rules regarding use of wireless devices in locations such as hospitals, airports, and on board aircraft. Operation in those locations may interfere with or cause malfunctions of equipment, with resulting injuries to persons or damage to property.

## ⚠ WARNING - Repetitive Motion Injuries and Eyestrain

Playing video games can make your muscles, joints, skin or eyes hurt after a few hours. Follow these instructions to avoid problems such as tendinitis, carpal tunnel syndrome, skin irritation or eyestrain:

- Avoid excessive play. It is recommended that parents monitor their children for appropriate play.
- Take a 10 to 15 minute break every hour, even if you don't think you need it.
- When using the stylus, you do not need to grip it tightly or press it hard against the screen. Doing so may cause fatigue or discomfort.
- If your hands, wrists, arms or eyes become tired or sore while playing, stop and rest them for several hours before playing again.
- If you continue to have sore hands, wrists, arms or eyes during or after play, stop playing and see a doctor.

## ⚠ WARNING - Battery Leakage

The Nintendo DS contains a rechargeable lithium ion battery pack. Leakage of ingredients contained within the battery pack, or the combustion products of the ingredients, can cause personal injury as well as damage to your Nintendo DS.

If battery leakage occurs, avoid contact with skin. If contact occurs, immediately wash thoroughly with soap and water. If liquid leaking from a battery pack comes into contact with your eyes, immediately flush thoroughly with water and see a doctor.

To avoid battery leakage:

- Do not expose battery to excessive physical shock, vibration, or liquids.
- Do not disassemble, attempt to repair or deform the battery.
- Do not dispose of battery pack in a fire.
- Do not touch the terminals of the battery, or cause a short between the terminals with a metal object.
- Do not peel or damage the battery label.

## Important Legal Information

REV-E

This Nintendo game is not designed for use with any unauthorized device. Use of any such device will invalidate your Nintendo product warranty. Copying of any Nintendo game is illegal and is strictly prohibited by domestic and international intellectual property laws. "Back-up" or "archival" copies are not authorized and are not necessary to protect your software. Violators will be prosecuted.

THIS GAME CARD WILL WORK ONLY WITH THE NINTENDO DS™ VIDEO GAME SYSTEM.
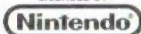
# TABLE OF CONTENTS

⚠ **CAUTION - Stylus Use**

To avoid fatigue and discomfort when using the stylus, do not grip it tightly or press it hard against the screen. Keep your fingers, hand, wrist and arm relaxed. Long, steady, gentle strokes work just as well as many short, hard strokes.

# GETTING STARTED

To begin playing, insert the Jam Sessions Game Card into your Nintendo DS™ system and push the Power Button.

# CONTROLS



L BUTTON

+ CONTROL PAD

R BUTTON

X BUTTON

Y BUTTON

A BUTTON

B BUTTON

START

SELECT

NINTENDO DS™

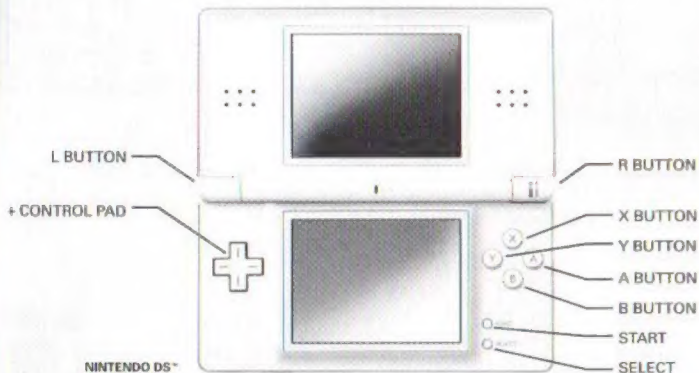# GAME SCREENS

## Main Menu

The Main Menu screen is where you can access the four main modes of Jam Sessions: Tutorial, Warm Up, Songs, and Free Play.



Start off with the Tutorial so you can understand the basics of how to play. There are a few exercises you can try from within the Tutorial.

The Warm Up section runs you through the basics of how to play the songs in Jam Sessions. On-screen cues and sample playback guide you through this process.

Feeling a bit more confident? Go ahead and access the Songs menu and play the included songs without on-screen cues. Try and express yourself here and be creative about how you interpret each song.

Free Play is your blank creative canvas. You can create your custom chord palette in this mode as well as adjust various settings to tailor Jam Sessions to your liking. You can even record and save some of your creative ideas.

## Language

Music knows no borders and neither does Jam Sessions. Touch the globe on the left side of the Main Menu screen to adjust your language settings by selecting English, French, Spanish, Italian, German, or Dutch.

## The +Menu

To access the Main Menu from the Free Play or Songs screen, tap the plus sign (+) in the lower right corner of the screen. The +Menu will appear, as shown below.



**Navigation**
- Songs
- Guide
- Mask
- Recording List
- Effects
- Theme
- Options

- **Navigation:** Brings you back to the Main Menu.
- **Songs:** Jump to the Music Selection screen without going to the Main Menu.
- **Guide:** Access tools that help you play Jam Sessions.
- **Mask:** Transpose your chord palette (page 13).
- **Recording List:** Access your saved compositions.
- **Shortcuts:** A customizable space that lets you add your most-accessed options (explained further in the Options Screen section, p. 14).
- **Options:** Access additional settings for Jam Sessions.

## The Play Screen
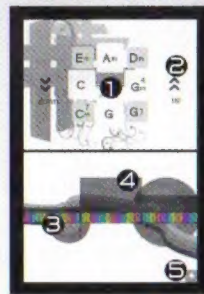


The Play screen is where you unleash your musical talents (or build them up...whichever comes first). Aspects of the Play screen include:

1. Chord palette
2. Strum indicator
3. Virtual string
4. Sound modifier zones
5. Plus (+) menu

The various settings will be further explained in the aptly named Settings section of this manual.

# JAM SESSIONS BASICS

Learning a musical instrument can be challenging for a lot of people, but that's what makes music so much fun. Anything worth doing is never easy, and how much you put into it determines how much you'll enjoy your experience.

Fortunately, you've got a shiny new copy of Jam Sessions for your Nintendo DS, which makes playing music a bit easier. Still, the effort you put into Jam Sessions will determine how much fun you have with it, so never give up — and keep practicing!

Jam Sessions hasn't forgotten about the left-handed players of the world. You can set your hand orientation to left or right from the tutorial system or the Settings screen (more on that later).

# In-Game Tutorial

If you've never played a guitar in your life, then starting off in the Tutorial section is a great way to introduce yourself to the Jam Sessions experience. Even if you do play guitar it will still be an educational romp through the basics of playing Jam Sessions.

The two basic concepts behind Jam Sessions lie within the chord palette and the virtual string on the Touch Screen of your Nintendo DS.

## Chord Basics

You will see eight cells on the upper screen with what appears to be some kind of coded lettering system inside each. First off, those coded letters aren't some secret message being sent to you from the mothership. Those are chords, and the cells surrounding each one of them are… you guessed it…your chord palette.

You may have heard the term "palette" before. A palette is what artists use to lay out the colors they will use for a painting. In Jam Sessions, the chord palette shows you which chords you can use to create music with.

You can assign up to 16 chords to the chord palette, which you can trigger by pressing one of eight directions (up, down, left, right, and the diagonals) on the +Control Pad (or one or a combination of the A, B, X, Y Buttons if you happen to be left-handed). Slide your stylus across the white string in the middle of the bottom screen. Hold the L Button (or R Button if you are left-handed) to access your secondary chord palette.

# Contracted Form of Chords

Long chords are shortened in order to be displayed on the chord palette. The contracted names are as follows:

CM7 —— Major Seven chords

Css4 —— sus4 chords

Cad9 —— add9 chords

Cm7 —— minor 7 chords

Cm7-5 —— minor 7 flat 5

Cdim —— diminished chords

If you press the L Button or R Button, the secondary chord palette will appear, as shown above.

## Strumming

Now that you've learned how chords are triggered, the second half of making music with Jam Sessions is strumming the virtual string on the Touch Screen. Jam Sessions supports both up- and down-picking. Each of these produces a distinct chord sound much like a real guitar would. You will see these indicators to the right and left of the chord palette:

**Top to bottom:** Down-picking

**Bottom to top:** Up-picking

The picking direction can be changed. It can be relative to the Nintendo DS or reversed as if you were playing a real guitar...if you were holding it in front of your face, that is. See page 18.

## Playing Songs
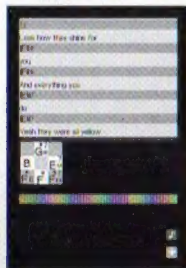
When you access the songs included with Jam Sessions, you will see the chords with the lyrics written right below. This is your guide to playing the song. When you strum the indicated chord it will turn red. The music sheet will automatically scroll as you play each successive chord on the song sheet.

If you want to rewind the playing section or play ahead of the music sheet, you can scroll with the X Button and B Button.

**Note:** In left-handed setting, use the +Control Pad Up and Down to scroll.

## Position Guide
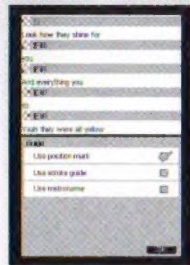
The position guide is almost like a mini chord palette. It appears to the left of the chord. Notice the small highlighted square that shows you the +Control Pad direction corresponding to each chord, in case you have not had a chance to memorize it yet. The actual palette will be shown on the lower screen.

## Stroke Guide
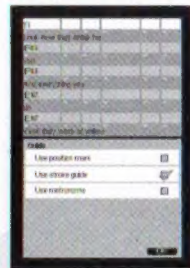
The stroke guide shows how many times a chord is played before you move on to the next one. It also shows how long each chord should be played as indicated by the varying shapes of each cell. The guide also shows which direction you should strum for each cell (up- or down-picking, depending on how you have your preferences set). Once in a while you may see an "X" at the bottom of each cell; this indicates a down-picking action without holding down a chord, making a thud-like sound. Guitar players do this by lightly holding on to all six strings of the guitar while strumming to produce a percussive sound effect.

Finally we have the metronome. This guide gives you an audible timing cue for the basic beat of the song. Use this if you are still uncomfortable with your timing.

All of these guides can be enabled or disabled in Warm Up and Song modes.

# GAME MODES

## Warm Up Mode

For those about to rock, we salute you! For everyone else, there's Warm Up mode. Here we take the basic mechanics you learned from the Tutorials and apply them to a real song!

Warm Up mode divides a song into three sections, each one building on the other until you are able to play a complete song. Aside from the metronome, all the guides will be enabled for Warm Up mode.

## Song Mode

All great musicians start by playing OPM, otherwise known as "Other People's Music" (cover tunes). You will have access to a variety of music spanning different genres. The guides previously discussed are available for you to take advantage of as you learn. The first 10 songs offer a sample playback system similar to Warm Up mode. You can trigger this at any point in the song. Let's say you aren't sure how to play the next line in that song; just touch that little note icon and Jam Sessions takes over for you. When you feel confident enough to continue simply touch the note icon again and control of the song is back in your hands.

As always, you can scroll the song sheet up or down with the X or B Button (+Control Pad Up or Down if you are of the southpaw variety).

As far as the other songs go you are on your own, but by the time you reach them you should already have the skills necessary to tackle them.

**Pro Tip:** It really helps if you sing along while you play.

## Free Play Mode

Once again, for those who are about to ROCK, we salute you!

Free Play is where you get to put your training to the test, as well as express your creativity — play along with songs you love or try your hand at composing the next hit song of your generation. In this mode only the metronome guide is available, but other powerful tools will become more useful.

### Mask
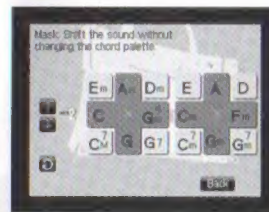


Mask allows you to adjust the pitch of the entire chord palette without having to substitute individual chords (additional info on adjusting chord palettes is explained in the Options Screen section). This is a very useful tool for people who can't hit really high or low notes when singing along to the music.

### Recording



Touch the Recording icon to save your musical ideas for playback. It's a great scratchpad for the on-the-go musician like yourself.

The recording bar will start to fill up based on the number of strokes you produce and will stop when it is full. You can also end the recording session by touching the blue button on the Touch Screen. You have the option to replay, save, or cancel your recording after you are done. A total of five recording slots are available and will be time-stamped with the exact moment they were created.

This will be very handy when music magazines ask you when you came up with the idea for your hit song.

**Pro Tip:** You can save your recordings externally by connecting your Nintendo DS to a recording device. Use an audio cable that allows you to plug one end into the Nintendo DS audio jack and the other to the INPUT connection of your recording device.

## THE OPTIONS SCREEN

Jam Sessions on Nintendo DS is just like any other musical instrument — and what do musicians normally do with their instruments? They customize them, that's what!

From within the Settings screen you can adjust various elements to customize Jam Sessions. Make your instrument as unique as you are! You can access the various options in the game by touching the plus (+) symbol and then Options at the bottom of the pop-up list.

Adjustable settings include:

- **Palette Change:** This is where you can make adjustments to your chords.
- **Theme:** Choose your background and string animation.
- **Effects:** Access a variety of sound-altering devices.
- **Settings:** Access advanced customizations to suit your play style.
- **LiveMode:** Disable on-screen buttons so you can play without accidental interruptions.
- **Tuning:** Adjust the pitch of a palette in smaller increments.
- **Output:** Adjust the sound according to your play environment.
- **Shortcut:** Customize the +Menu by dragging your most accessed options into the empty slots.

## Palette Change



Chords make the musical world go round. Jam Sessions gives you an arsenal of over 100 chords to choose from, which will allow you to play almost every song ever created as well as give you the tools to create your own.

- **Palette:** Slots containing your selected chords.
- **A and B selection:** Choose alternate set of palettes.
- **Transpose buttons:** Move each palette a half step up or down.
- **Edit:** Rearrange your chords and access new ones for use.

- **Reset:** Cancel any modifications made and return to the default palette.
- **Save:** Save your edited configuration, including the alternate set. Saved palettes can be named.
- **Load:** Access a previously saved palette for play.
- **Flat and Sharp toggle:** Switch the way half-step chords are displayed.

When entering the Chord Palette screen you will see two palettes loaded with chords. Touch Edit to make changes.

### Editing the Chord Palette



Editing a chord palette is easy. After entering the editing screen you will see your palettes and something resembling a mini piano on the right-hand portion of the screen. The letters C through B represent the root note of a chord. Touch one of these keys and you will see the different variations for each chord on the bottom of the screen. Simply drag and drop the desired chord into one of the palette slots.

**Tip:** If you already know the chords to a song it might be good to arrange them in a circular sequence to make it easier to play.

Tapping on the chord allows you to preview the sound. If you have more chords than you need, simply drag the empty yellow square into the palette spaces you don't need.

Once you are done creating your musical arsenal of chords, hit Back to go to the Palette Change menu.

### Saving a Chord Palette

You can save up to 29 different chord combinations. With up to 16 chords per set (palette 1 and palette 2) and 2 sets per save (Set A and B), that's a staggering number of combinations at your disposal.

In the Palette Change menu, touch the Save button. You will be directed to the Save screen, where you can select an empty slot. Highlight the slot and touch the Save button again so you can assign a name to your palette (using the song title works best; that way you can call up a palette combination quickly). Once all palette slots are full simply select an occupied save slot to overwrite your previous settings.
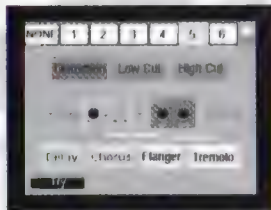
## Theme



Jam Sessions has a variety of custom backgrounds and string animations at your disposal. A musician's instrument is as personal as the music he or she plays, so go ahead and browse to find the one that reflects your style.

# Effects



Jam Sessions has a variety of effects for you to choose from and tweak. Selecting the effect brings you to the Effect Adjustment page, where you can use your stylus to manipulate the knobs and sliders for each effect category. You can have up to two active effects at a time, and the position of the effect within the chain will influence your sound in different ways. Go ahead and experiment to find a setting that works for you. Effects can be triggered in real-time. Simply pre-select an effect configuration (buttons 1 – 6) then tap the R Button (or the L Button if you are left-handed) to toggle it during your performance.

## Settings

The Settings page is where you can do some additional tweaking. These settings can affect your comfort as well as the sound that you create.

### [A▼] Picking Direction

Choose from Standard or Reverse. Reverse mode mimics the way a musician would interact with a real guitar.

### [~] Up-Picking Volume

In traditional guitar play, the up-picking sound for each chord tends to sound a bit softer. Here you can adjust the up-picking sound level to your tastes.

### [⌃] Volume

There are two ways that you can add variety to the loudness of your sound. Selecting Velocity means that the faster you strum, the louder the sound. Selecting Area allows you to divide the virtual string into regions and assign a set volume to each region, meaning that the loudness is determined by which area of the string you're playing on.

### [↓] Mute Picking

This allows you to designate an area where you can trigger a muted chord sound. This is the same as a guitar player pressing down on the strings and strumming. You can expand the coverage area by dragging the indicator line up or down.

### [↩] Palette Change

You have the option to either hold or toggle the shoulder buttons (L Button and R Button) to access your secondary palette.

### [✋] Hand Orientation

Choosing between left- or right-hand mode will switch all related controls. You probably encountered this setting in the tutorial phase.

## LiveMode

The last thing you want during a heated performance is to accidentally trigger the Main Menu and Options buttons on the Touch Screen. Enabling LiveMode disables these buttons so you can play uninterrupted. Pressing START allows you to access the Options screen, where you can disable LiveMode.

## Tuning

Use this function when you want to play together with your favorite song. Sometimes the tuning of the instruments in a recording doesn't match the chords in Jam Sessions. Tuning allows you to make very slight adjustments to the pitch (up or down) until you find that nice sweet spot where your sound mixes in correctly with the recorded music.

## Output

Adjust the way the game outputs the sound, depending on your play environment. Jam Sessions supports the Nintendo DS microphone when you use Headphone or External Speaker mode. This works well for public performances, since you won't need an external microphone to express your singing talents.

## Saving Your Settings

With the exception of Palette Change, simply exiting out of a menu will save your adjustments. Make sure you don't accidentally power off your Nintendo DS while tweaking various Jam Sessions settings or your changes will not be saved.

# MUSIC CREDITS

### THE MAN WHO SOLD THE WORLD
By David Bowie
Published by Screen Gems-EMI Music Inc. (BMI) & Crysalis
All Rights Reserved. Used by Permission.

### I WILL FOLLOW YOU INTO THE DARK
By Benjamin Gibbard
Published by EMI Blackwood Music Inc. (BMI)
All Rights Reserved. Used by Permission.

### OVER MY HEAD (CABLE CAR)
By Joseph King and Isaac Slade
Published by EMI April Music Inc. (ASCAP)
All Rights Reserved. Used by Permission.

### NO RAIN
By Glen Graham, Shannon Hoon, Brad Smith, Rogers Stevens and Christopher Thorn
Published by EMI April Music Inc. (ASCAP)
All Rights Reserved. Used by Permission.

### LIFE IS A HIGHWAY
(Thomas Cochrane)
© 1991 Sky Is Falling Entertainment (SOCAN)
All Rights Reserved. Used by Permission.

### YELLOW
(Berryman / Buckland / Champion / Martin)
© 2000 BMG Music Publishing Ltd. (PRS)
All Rights Reserved. Used by Permission.

### I'M WITH YOU
By Lauren Christy, Scott Spock, Graham Edwards, And Avril Lavigne

### JACKASS
(Dylan / Hansen / King / Simpson)

### LIKE A ROLLING STONE
(Bob Dylan)

### NO WOMAN NO CRY
(Vincent Ford)

### HOW SWEET IT IS (TO BE LOVED BY YOU)
(B. Holland - L. Dozier - E. Holland)

### I FORGOT MORE THAN YOU'LL EVER KNOW
(C. Null)

### ME AND BOBBY MCGEE
(F. Foster - K. Kristofferson)

### NEVER CAN SAY GOODBYE
(C. Davis)

### SURRENDER
(R. Nielsen)

### I'M GONNA MISS HER
(B. Paisley - F. Rogers)

### WHAT'S GOING ON
(Cleveland - M. Gaye - R. Renaldo)

### WILD THING
(C. Taylor)

### YOU KNOW I'M NO GOOD
(A.J. Winehouse)

### NEEDLES AND PINS
(J. Nitzsche - S. Bono)

# Register this game now and stay in the know!

It's simple: Go to www.ubireg.com and register your product, and you will receive a coupon code good for 10% off your next purchase at the Ubisoft online store. You can also get exclusive game updates, participate in surveys, and win cool prizes! Look for the details on www.ubi.com!

Thanks,

The Ubisoft Team

## TECHNICAL SUPPORT

Before contacting Ubisoft's Technical Support Department, please first read through this manual. Also browse through our FAQ listings or search the support database at our website, http://support.ubi.com. Here you will find the most recently updated information since the game's release.

Whenever you contact the Technical Support Department, please include the following information or have it available if you are calling:
• Full product title
• Game console you are using

### Support Over the Internet

This is the best way to find answers to common issues with our games. Our Frequently Asked Questions list is available 24 hours a day, 7 days a week and contains the most up-to-date Technical Support information available, including patches that can be downloaded free of charge. We update the Support pages on a daily basis, so please check here first for solutions to your problems: http://support.ubi.com.

### Contact Us by Webmail

Due to high volumes of spam, viruses, and other non-support-related contacts, we no longer offer support via standard email. However, we do provide something better, webmail. By taking your questions directly through our website we have completely eliminated all spam contacts. As a result, we are able to respond to your questions much more quickly than we could through standard email. To send us a webmail, simply log into our site at http://support.ubi.com.

From this site, you will be able to enter the Ubisoft Solution Center, where you can browse through our lists of Frequently Asked Questions (FAQ), search our database of known problems and solutions, and send in a request for personal assistance from a Technical Support representative by using the Ask a Question feature on the Frequently Asked Questions page. Most webmail contacts are responded to within two business days.

### Contact Us by Phone

You can also contact us by phone by calling (919) 460-9778 (for our customers in Quebec we provide French language support at (866) 824-6515). Please note that this number is for technical assistance only. No gameplay hints or tips are given over the Technical Support line. When calling our Technical Support line, please make sure you are in front of your gaming system and have all of the necessary information listed above at hand. Be advised that our Technical Support representatives are available to help you **Monday through Friday from 9 am–9 pm Eastern Time** (French language support available from 7 am–4 pm EST).

While we do not charge for technical support, normal long distance charges apply. To avoid long distance charges, or to contact a support representative directly after these hours, please feel free to browse our Frequently Asked Questions lists or to send us a webmail. Webmail questions usually receive a response within two business days.

### Contact Us by Standard Mail

If all else fails you can write to us at:

Ubisoft Technical Support
3200 Gateway Centre Blvd.
Suite 100
Morrisville, NC 27560

### Return Policy

Please do not send any game returns directly to Ubisoft before contacting Technical Support. It is our policy that game returns must be dealt with by the retailer or online site where you purchased the product. If you have a damaged or scratched CD, please visit the FAQ listing for your game and get the latest replacement policy and pricing. We will not accept unsolicited returns/exchanges without prior approval and an RMA (Return Materials Authorization) number from a support representative.

## WARRANTY

Ubisoft warrants to the original purchaser of its products that the products will be free from defects in materials and workmanship for a period of ninety (90) days from the date of purchase. Ubisoft products are sold "as is," without any expressed or implied warranties of any kind, and Ubisoft is not liable for any losses or damages of any kind resulting from use of its products. Ubisoft agrees for a period of ninety (90) days to either replace defective product free of charge provided you return the defective item with dated proof of purchase to the store from which the product was originally purchased or repair or replace the defective product at its option free of charge, when accompanied with a proof of purchase and sent to our offices postage prepaid. This warranty is not applicable to normal wear and tear, and shall be void if the defect in the product is found to be as a result of abuse, unreasonable use, mistreatment, or neglect of the product.

### Limitations

This warranty is in lieu of all other warranties and no other representations or claims of any nature shall be binding on, or obligate Ubisoft. Any implied warranties applicable to Ubisoft products, including warranties of merchantability and fitness for a particular purpose, are limited to the ninety (90) day period described above. In no event will Ubisoft be liable for any special, incidental, or consequential damages resulting from possession, use, or malfunction of Ubisoft products. Some states do not allow limitations as to how long an implied warranty lasts and/or exclusions or limitations of incidental or consequential damages. So the above limitations and/or exclusions of liability may not apply to you. This warranty gives you specific rights, and you may also have other rights that vary from state to state.

### Notice

Ubisoft reserves the right to make improvements in its products at any time and without notice.

### Refunds

Ubisoft cannot provide refunds or otherwise process returns for credit of any kind other than an identical product replacement. Any product refund request must occur at the place of purchase, as the individual retail outlets set their own refund policy. This policy covers identical product replacements only.

### Product / Documentation Replacements

Please contact a Ubisoft Technical Support representative directly before sending your product to us. In many cases, a replacement is not the best solution. Our Support representatives will help you determine if a replacement is necessary or available. You will need to first acquire an RMA (Return Materials Authorization) number to process your return or replacement. Without an RMA number from a support representative, your replacement request will not be processed.

### If we determine a return or replacement is necessary:

### Within the 90-Day Warranty Period

Please return the product (media only) along with a copy of the original sales receipt, showing the date of purchase, a brief description of the difficulty you are experiencing including your name, address (no PO boxes), and phone number to the address below. If the product was damaged through misuse or accident (cracks, scratches), or if you do not have a dated sales receipt, then this 90-day warranty is rendered void and you will need to follow the instructions for returns after the 90-day warranty period.

### After the 90-Day Warranty Period

Please return the product (media only) along with a check or money order for the amount corresponding to your product (see replacement fees below) made payable to Ubisoft, a brief description of the difficulty you are experiencing, including your name, address (no PO boxes), RMA number, and phone number to the address below.

### Replacement Fees

Our most recent replacement fee schedule is available online. Please visit http://support.ubi.com for an updated price list.

### Warranty Address and Contact Information

Phone: (919) 460-9778
Hours: 9 am–9 pm (EST), M–F

### Address:

Ubisoft Support • 3200 Gateway Centre Blvd. • Suite 100 • Morrisville, NC 27560
Please use a traceable delivery method when sending products to Ubisoft.
To order Ubisoft products in the United States, please call toll free 888-824-7038.